

ASSIGNMENT 2

Textbook Assignment: "Administration and Customer Service?," Chapter 2, Pages 2-1 through 2-16.

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| <p>2-1. A general rating reflects which of the following qualifications?</p> <ol style="list-style-type: none">1. Specialties within a service rating2. Broad occupational fields of related duties and functions3. Civilian skills identified with a wartime Navy4. Civilian skills identified with a peacetime Navy <p>2-2. An Aviation Storekeeper comes under what rating category?</p> <ol style="list-style-type: none">1. General rating2. Service rating3. Special rating4. Subspecialty rating <p>2-3. The duties of an AK may include which of the following tasks?</p> <ol style="list-style-type: none">1. Submitting, processing, and conducting technical research of requisitions2. Receiving, identifying, stowing, and expending material3. Performing financial accounting4. All of the above <p>2-4. When assigned to a supply department ashore, in which division will you most likely be called upon to prepare various forms of correspondence?</p> <ol style="list-style-type: none">1. The Administrative division2. The Control division of a non-automated activity3. The Traffic division of a small supply activity4. The Shipping and Receiving division when there is no Services branch <p>2-5. The material division of a supply department ashore is composed of which of the following branches?</p> <ol style="list-style-type: none">1. Shipping and Receiving2. Traffic and Quality Assurance3. Purchasing and Storage4. Traffic and Storage | <p>2-6. When material is received, the inspection and verification processes are conducted by which of the following ALs?</p> <ol style="list-style-type: none">1. The AK assigned to quality assurance2. The AK responsible for delivery3. The AK working in the Receiving section4. The AK who prepares the shipment documents and labels <p>2-7. ASD functions and responsibilities are best described in what publication?</p> <ol style="list-style-type: none">1. NAVSUP Manual, Volume I2. NAVSUP Manual, Volume II3. OPNAVINST 4790.2 (series)4. OPNAVINST 4790.3 (series) <p>2-8. An AK will be expected to use the allowance list and initial outfitting list to perform technical research when attached to which of the following activities?</p> <ol style="list-style-type: none">1. AIMD only2. ASD only3. AIMD or ASD4. Material control <p>2-9. Aboard a CV, an AK will conduct reconciliation of stock material when assigned to what section of supply?</p> <ol style="list-style-type: none">1. Stock Control2. Storage3. Quality Assurance4. Shipping <p>2-10. In an ASD, what person is responsible for determining the technical manuals and publications required to support the organization?</p> <ol style="list-style-type: none">1. The AIMD quality assurance supervisor2. The AIMD technical publication librarian3. The SRS supervisor4. The AK doing the technical research |
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- 2-11. Some supply publications are distributed automatically for which of the following reasons?
1. They are of little importance to normal supply operations
 2. They are required in the performance of various supply corps functions
 3. They are needed for effective accountability of materials
 4. They are needed to train personnel for advancement in rate
- 2-12. Ensuring that a list of supply publications are maintained and controlled aboard a CV is the responsibility of what officer?
1. The admin officer
 2. The division officer
 3. The stores officer
 4. The supply officer
- 2-13. Official supply publications should be reviewed for currency at least how often?
1. Weekly
 2. Monthly
 3. Quarterly
 4. Annually
- 2-14. When there are changes to current publication requirements, the issuing activity is notified for which of the following reasons?
1. So that adjustments can be made in the distribution list
 2. To ensure publications are mailed quickly
 3. To ensure changes are included in the publications
 4. To prevent "out of stock" situations
- 2-15. Changes to publications in the CD-ROM format are usually distributed to activities in what way?
1. A message containing CD changes is mailed to the activity
 2. A CD is reissued with new information only
 3. A CD is reissued in its entirety
 4. A set of replacement pages are sent to the activity
- 2-16. The technical publication librarian should receive a revised edition of a publication in which of the following situations?
1. When half of the publication has been changed
 2. When changes have affected 60% of the publication
 3. When the publication becomes old
 4. When the previous changes were not incorporated in the publication
- 2-17. The procedures for shipping Navy property via commercial carrier are listed in what volume of the Naval Supply Systems Command Manual?
1. Volume 5
 2. Volume 2
 3. Volume 3
 4. Volume 4
- 2-18. What activity is responsible for the design of the Naval Logistics Library (NLL), NAVSUP P-600, in CD-ROM?
1. The Aviation Supply Office
 2. The Chief of Naval Education and Training
 3. The Fleet Material Support Office
 4. The NAVSUPSYSCOM
- 2-19. NAVSUP publications are formatted in the NLL in what manner?
1. Full text data
 2. Structured data
 3. Fixed format record
 4. Columnar data
- 2-20. The NLL is published with all changes and rewrites included at what prescribed interval?
1. Monthly
 2. Quarterly
 3. Biannually
 4. Annually
- 2-21. What type of information is listed in volume 2, chapter 5, of the NAVCOMPT Manual?
1. SSIC
 2. Accounting classification
 3. Fund codes
 4. UIC

- 2-22. Which of the following publications should you use as a desk top reference for the proper coding of MILSTRIP requisitions?
1. NAVSUP P-567
 2. NAVSUP P-485
 3. NAVSUP P-437
 4. NAVSUP P-409
- 2-23. The policies established in NAVSUP P-485 apply to ships that use which of the following procedures?
1. Manual only
 2. Automated only
 3. Manual and automated
 4. Electronic interface
- 2-24. To perform inventory management functions through SUADPS, supply officers on automated CVs should follow the procedures in what publication?
1. NAVSUP P-437
 2. NAVSUP P-485
 3. NAVSUP P-560
 4. NAVSUP P-567
- 2-25. The allowance requirements registers (ARRs) are approved and published by what activities?
1. Approved by NAVAIR and published by ASO
 2. Approved by ASO and published by NAVAIR
 3. Approved by NAVAIR and published by FMSO
 4. Approved by FMSO and published by ASO
- 2-26. NAVAIR 00-35QH (series) is what type of publication?
1. ARR
 2. AL
 3. TBA
 4. TLA
- 2-27. ARR are used as guides in the establishment of allowance lists at which of the following activities?
1. Ships only
 2. Air stations only
 3. MAGs only
 4. Ships, air stations, and MAGs
- 2-28. A listing of repairable components authorized for delayed turn-in because of safety reasons is provided in which of the following publications?
1. C0001
 2. C0018
 3. CRIL
 4. CRIPL-01
- 2-29. Which of the following publications is available on microfiche and is NOT included in the FED-LOG (CD-ROM)?
1. ILs
 2. LIRSH
 3. ICRL
 4. ML-N
- 2-30. An Illustrated Parts Breakdown (IPB) is prepared by what activity?
1. The manufacturer
 2. The Aviation Supply Office
 3. The Naval Air Systems Command
 4. The Naval Supply Systems Command
- 2-31. What publication is the source of the Navy's security program?
1. OPNAVINST 4790.2
 2. OPNAVINST 5100
 3. OPNAVINST 5510.1
 4. OPNAVINST 5442.4
- 2-32. Outside the DOD, an AK may use the standard letter to correspond with which of the following organizations?
1. U.S. Air Force Detachments
 2. U.S. Coast Guard patrol ships
 3. The U.S. Army Research Institute
 4. The Fleet Training Unit, Little Creek, Virginia
- 2-33. A brief form of correspondence used by the via addressee to comment on the contents of a letter is known by which of the following terms?
1. Business letter
 2. Memorandum
 3. Multiple address letter
 4. Endorsement

- 2-34. Informal communication within an activity or between activities on routine business may be accomplished by which of the following means?
1. A business letter
 2. An endorsement
 3. A memorandum
 4. A message
- 2-35. What is the most formal type of memorandum?
1. The printed type
 2. The memorandum-for type
 3. The letterhead type
 4. The plain paper type
- 2-36. Which of the following publications contains a listing of the abbreviated addresses used in naval messages?
1. The Department of the Navy Directives Issuance System Manual
 2. The USN Plain Language Address Directory
 3. The Department of the Navy Correspondence Manual
 4. The Navy Policy and Standards for Supply Management Manual
- 2-37. Which of the following activities furnishes the procedures for drafting and handling messages in a command?
1. The administrative office of the supply department
 2. The local communications activity
 3. The security office
 4. The facilities management office
- 2-38. Including the letter N, what total number of characters are in the SSIC of a naval message?
1. Five
 2. Six
 3. Three
 4. Four
- 2-39. Under normal conditions, the DTG is assigned to a naval message at which of the following times?
1. At the time the message is released
 2. At the time the message is drafted
 3. At the time the message is approved and signed by the releaser
 4. At the time the message is signed by the supply officer
- 2-40. What type of directive contains information of a continuing nature or requires continuing action?
1. A notice
 2. A memorandum
 3. A change transmittal
 4. An instruction
- 2-41. What part of OPNAVINST 4790.2E identifies the type of directive?
1. OPNAV
 2. INST
 3. 4790.2
 4. E
- 2-42. What part of OPNAVINST 4790.2E identifies the issuing activity?
1. OP only
 2. NAV only
 3. OPNAV
 4. E
- 2-43. In OPNAVINST 4790.2E, what does the letter E indicate?
1. The fifth revision
 2. The fifth change
 3. The fifth instruction number
 4. The fifth volume
- 2-44. What directive outlines the responsibilities for AKS working in the Material Control division of an aviation squadron?
1. SECNAVINST 5212.5
 2. OPNAVINST 5442.4
 3. OPNAVINST 3750.6
 4. OPNAVINST 4790.2
- 2-45. Which of the following commands is responsible for managing the Configuration Management Program in the Navy?
1. TYCOM
 2. NAVSUPSYSCOM
 3. NAVAIRSYSCOM
 4. COMNAVEDTRACOM
- 2-46. A potentially hazardous condition exists that, if not corrected, could result in personal injury or reduction in operational efficiency, but does NOT remove the aircraft from service. This situation requires a TD with what action category?
1. Immediate
 2. Urgent
 3. Routine
 4. Confidential

- 2-47. When material needed to accomplish the requirements of an urgent technical directive is ordered, what supply issue group priority should be used?
1. I or II
 2. I or III
 3. II or III
 4. II or IV
- 2-48. Information that can cause damage to the national security if disclosed to the enemy is given what classification?
1. Unclassified
 2. Confidential
 3. Secret
 4. Top Secret
- 2-49. Unnecessary classified material should be destroyed at which of the following times?
1. After 1 year has elapsed
 2. Upon notification from the security officer
 3. As soon as it is no longer required
 4. After it is read by an authorized person
- 2-50. What is the traditional method used to destroy classified material?
1. Burning
 2. Strip shredding
 3. Crosscut shredding
 4. Mulching
- 2-51. To obtain information on the single standard system for segregating and filing Navy and Marine Corps records, you should refer to which of the following instructions?
1. SECNAVINST 5212.5
 2. OPNAVINST 5510.1
 3. SECNAVINST 5210.11
 4. OPNAVINST 4790.2
- 2-52. The Navy's SSIC system is broken down into what total number of subject groups?
1. 10
 2. 11
 3. 12
 4. 13
- 2-53. What two digits of the SSIC subject group designates a secondary subject?
1. 1st and 2d
 2. 2d and 3d
 3. 3d and 4th
 4. 1st and 4th
- 2-54. What SSIC group is assigned to documents concerning financial management ?
1. 3000 series
 2. 5000 series
 3. 7000 series
 4. 9000 series
- 2-55. As a general rule, what is the minimum requirement you should follow for ensuring security to supply spaces that are NOT attended by authorized personnel?
1. Post any person as a watch
 2. Lock the spaces from the inside
 3. Lock the spaces only if an authorized person will be out over 5 minutes
 4. Keep the spaces locked when not attended by authorized personnel
- 2-56. Ensuring that the rotatable pool storeroom is secure, including after working hours, is the responsibility of what person?
1. The last person that conducted business
 2. The division officer
 3. The CCS supervisor
 4. The R-pool supervisor
- 2-57. To maintain control and accountability of keys removed from the key locker, which of the following actions should you take?
1. Mark the keys with the storeroom number
 2. Have duplicate keys made for each space
 3. Have the custodian keep the keys until the custodian's transfer to another activity
 4. Maintain a key log to identify the key holders
- 2-58. you should conduct a complete inventory of the keys in the key locker at which of the following times?
1. During turnover of the space
 2. After securing from work
 3. During the shift change or before securing from work
 4. After the duty section muster
- 2-59. Which of the following terms refers to a person for whom a service is provided?
1. A contact point
 2. A customer
 3. A supervisor
 4. A coworker

2-60. Which of the following areas is NOT an example of a contact point?

1. The awaiting parts unit
2. The technical research unit
3. The pre-expended bin
4. The tire storeroom

2-61. The customer's first impression of you as a contact point representative is based primarily on which of the following characteristics?

1. Your total workload
2. Your attitude
3. Your appearance
4. Your office space

2-62. The self-evaluation check list provides a means of evaluating whose performance?

1. The coworker
2. The worker
3. The supervisor
4. The customer

2-63. Your attitude towards the customers is closely related to your attitude toward what other factor?

1. Your job
2. Your family
3. Your supervisor
4. Your surroundings

2-64. When helping an upset customer, you should react in which of the following ways?

1. A rude manner
2. A defensive manner
3. A contemptuous manner
4. A calm and confident manner